Technical Support Assistant – NEC COVID-19 Testing Center

No. of Jobs Available:	1-2
Supervisor:	Leah McKinnon-Howe DNP, ANP-BC, Director of Health Services
Contact:	Leah.McKinnon-Howe@necmusic.edu

Job Summary: The NEC COVID-19 Testing Center is seeking student assistants to serve as CoVerified super users and provide technical support to students, faculty and staff experiencing difficulty with all aspects of the CoVerified App. Responsibilities will include assisting community members with:

- Login procedures for CoVerified and OneLogin
- Downloading CoVerified, uninstall/reinstall
- Changing user status (if restricted, helping to troubleshoot why and if someone can be cleared)
- Merging CoVerified accounts
- Uploading outside test results
- Scheduling testing appointments
- Answering CoVerified support portal questions
- General CoVerified troubleshooting

The successful applicant will display excellent communication, organization, and tech support skills and possess both the ability to work independently and as a member of a team while executing multiple tasks. This position requires the successful applicant to be self-directed and seek consultation with the NEC COVID-19 Testing Center Coordinator when appropriate. Candidates must be willing to provide on-site support in NEC's COVID-19 Testing Center during the testing center's peak hours of operation and demonstrate adherence to NEC's COVID-19 Safety Protocols.

Qualifications:

- Exemplary verbal and written communication skills
- Exemplary Computer Skills
- Working knowledge of: Microsoft office, Microsoft Excel, Google WorkPlace Apps, iPhone and Android functionality
- *Training provided in CoVerified, NEC School Testing System*

Requirements of Employment:

- Be a matriculated undergraduate (3rd and 4th year preferred), graduate or postgraduate student (> half time enrollment) at NEC for the full 2021-2022 academic year
- Have and maintain a minimum G.P.A. of 3.0 (3.2 or higher preferred) prior to and throughout employment
- Be in good financial, disciplinary, and academic standing with NEC prior to and throughout employment
- Completion and clearance of a CORI (Criminal Offender Record Information) and background check, as requested during the final stage of the hiring process
- HIPAA training (to be completed upon hire)

How to Apply: Please email resume and cover letter to Leah McKinnon-Howe, Director of Health Services, at leah.mckinnon-howe@necmusic.edu.

Applications will be reviewed immediately, and qualified candidates will be invited to participate in an interview with Lauren Puia, NEC COVID-19 Testing Coordinator, and other select NEC COVID-19 Testing Center staff.